

CREDIT

UNIONS

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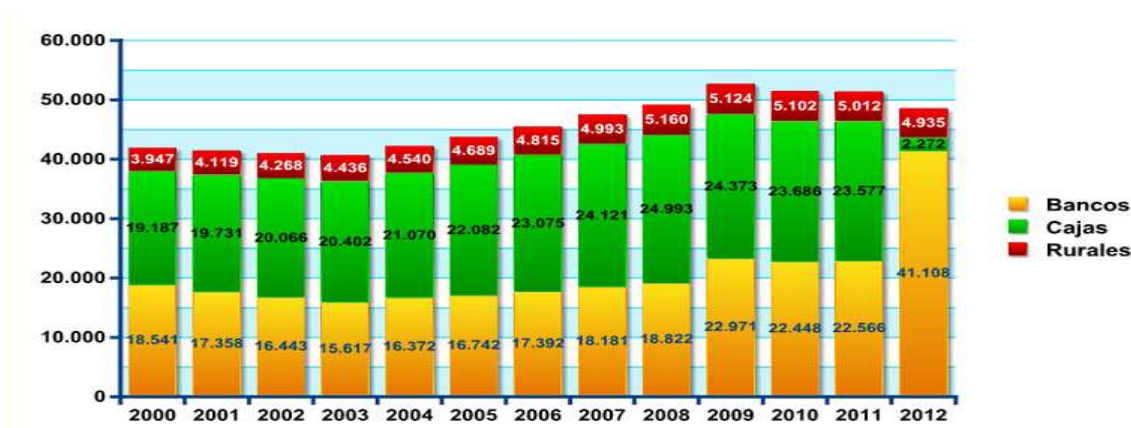
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DEVELOPMENT PART

INTRODUCTION

Credit union firms which carry out activities more normal in financial entities whose main objective is to pursue the needs of their associates and third parties.

The Spanish financial system is made up of banks, savings banks and cooperatives. The banks are the identities with the highest turnover and the cooperative hold a much inferior position as they only represent 4.1% of the banking system. Since the year 2012 the cooperative had undergone a restructuring process forming IPS, therefore decreasing the number of cooperative. Currently the number of cooperatives is still decreasing at an accelerate rate. As in January, 2012 there were 80 cooperative registered in the World Council of Credit Unions (WOCCU) and in April in the same year only 40 are still remaining.



DEFINITION

The social end of the credit unions also known as credit saving unions had a social aim which consists of serving the financial needs of their members and third parties, that's to say they carry out characteristic activities for credit companies.

To boost the growth of these credit unions a saving cooperative world counsel world council of credit unions (WOCCU) was founded which is a developed association for

the international saving and credit system in which there are few rural or local cooperative associate to this world council.

Credit unions offer service to credit firms, both activities active operation such as loan, and passive ones such as deposits or activities are allowed by credit firms, but it is important to point out that the attention given preference to the financial needs of the members since the combined activities carried out for third parties mustn't exceed 50% of the total resources of the entity.

Different types of the classification can be made of the cooperative; if they are separate according to the function the following can be found.

- Agricultural production cooperative: this is an association formed by several members who work the land, trade their produce made the most off these discounts and opportunities to buy in bulk among several agriculturalist that formed a cooperative of this type. The agricultural cooperatives carry out their jobs in a united and organized way.
- Fishing production cooperative: this is the union of several people involved in the fishing industry that joins forces to better their production condition, strengthening the range of their job. In this type the cooperative may think of the industrial potential that could be developed with all the products coming for the sea.
- Service production cooperative: are the cooperatives enterprises they lend their service in different areas to communities transports, repairs, maintenance, upholstery, fumigation, regrouping rubbish, collection, gardening, distribution of domestic gas, school transport.
- Service and consuming goods cooperative: have as their objective satisfying better and more economically de needs of their members. This happened by means of the bettering of staple article services of buying and selling them.
- Credit and savings cooperatives: are those which have as their bottom line objective to encourage saving and grant loans to the associates with the resources hander over by themselves witch a very low interest, with the aim to eliminate the high cost which represents de credit given by commercial banks.
- Consumable cooperatives: present two basic forms to achieve their goal. The first one consists in taking advantage of the discounts and selling the produce to their members at purchasing cost at slight increase to cover the general expense of the operation. The other way consumer cooperative work, is by selling the produce at current price in the market and distributing the profit at among their members depending on the amount of purchase that each one has made.

- Mixed cooperatives: follow two objectives, that is to say, the production of goods and services for third parties obtaining goods and services for their members. Mixed cooperatives give their name to the possibility of having at the same time two or more of the characteristics which have been described beforehand.

LAW

Spanish credit unions are controlled by royal decree 84.1993 of 22 of January by which the law development rule is passing 13.1989 26 May.

They carry out common activities for the credit entities, therefore they are also been control in a general way by the regulation that controlled the said activities and with additional nature the legislation of the cooperative. Only credit unions whose main objective is to lend financial services in the rural circle can be used jointly or separately from the credit union denomination.

Credit union find themselves obliged by law to assign a minimum of 10% of the education and promotion fund, the 20% of their net result to the obligatory reserved fund and without harming at any moment the autonomic rules.

Each autonomic community has its own specific legislation. The law 8.2003, the 24 of March is the one which governs the Comunidad Valenciana cooperative legislation.

The Record office of Valencia community cooperative is a public registrar, deepening of Valencia Generalist and attached to the suitable regional ministry government, which is structure in a central office and three other territorial offices.

The central office will have powers in relation to the insurances cooperative, the credit ones and those others that have a credit department, likewise those associations and organizations of cooperatives and the confederation.

The registrar territorial office will be suitable in relation to the rest of cooperatives whose control takes root in the respected province.

The record office of cooperative has the purpose off assessment and registering of the Valencia cooperative, of the association and organization and confederation of Comunidad Valenciana cooperative, well as legal acts and business that are determined in this law and its implementing rules.

COOPERATIVE PRINCIPLES

The international cooperative alliance, establishes a series of principle which credit union use to define their structure and functioning:

1. Open a voluntary membership: cooperatives are voluntary organizations, open for all those people willing to use the service and willing to accept the responsibilities which the status of members entails without discriminate genre, race, social classes or sexual orientation, religious or political stance.
2. Democratic procedure on behalf of their members: active participation with responsibility facing the general assembly and the members on behalf of the elective authorities. Each member has always got the right to one vote only disregarding their contribution.
3. Economic participation of the members: equanimity. Limited compensation. The surplus of each period envisages in the first place reserves, education and solidarity.
4. Autonomic and independence: becoming a member without making oneself dependent and without answering to external interests.
5. Education, formation and information: for members, leaders, manager and employees. But also, informing the communities about cooperatives. This principle agrees with seven.
6. Cooperation among cooperative societies: through local regional national structures. With the aim of better serving and giving backing to new entities.
7. Interest in the community: sustainable development solidarity, acceptance of members, social responsibility.

COOPERATIVE GROUPS

According to studies carry out by the national union of credit unions in the year 2008, there were 81 existing cooperative. Nevertheless by the year 2011, the number decreased until standing at 78 with prospects of reaching 40 or 45 in a few years, through the association.

The IPS's are a model of cold merger, whose objective is to enhance the solvency and financial stability from the cooperatives by means of association from the different cooperatives.

In the year 2012, in Spain, credit union can be joined in:

- The united agricultural credit banks group, formed at the beginning of 2012 by the merger of two great groups from the sector: *El Grupo Cajamar* and *El Grupo Cajas Rurales de Mediterraneo* formed, in turn as described:

- *El Grupo Cajamar*, established officially in December 2009, the first IPS created in Spain. Originally made *Cajamar* and *Caja Campo*, *Caja rural de Casinos* and *Caixa Albalat*. The Spanish bank classified it as a consolidable group of union entities under the form of IPS (institutional protection systems). *Cajamar* took over to *Caja Rural Baleares* in the summer 2010 but previously, in 2008, had taken over as *Caja Rural del Duero*.
- El IPS *Caja Rurales del Mediterraneo (CRM)* approved by the Spanish bank in autumn 2010 and formed by 15 rural banks, being the largest of all the *Caja Rural Valenciana*. This IPS planned to form in its turns, in the constitution of the banks bound together for years to the Spanish association of rural banks (AEER) which count with Spanish cooperative banks as a central services bank entity. Nevertheless in December 2011 the negotiations were at stand still and against all prediction the CRM group agreed is binding to the *Grupo Cajamar*, confirmed by the general assemblies in the middle of January 2012.

Therefore these two IPS have remained joined by merging in a new entity, United Saving Banks, currently the best example in size of the Spanish cooperative banks

- The IPS's so called *Solventia*, established in July 2011, together *Caja Almendralejo* in front, binds another five andalutcan saving banks. This group stands out in that date for its high core capital of 15% (almost double the compulsory), a solvency coefficient of 17, 04% and low arrears of 2.06%.
- The so called *Grupo Iberico*, formed by three rural banks: *Caja Rural de Extremadura*, *Caja Rural de Cordova* and *Caja rural del Sur*.
- *Global Caja*, formed by the saving bank from Ciudad Real, Cuenca, Albacete. In its term *Caja Rural Albacete* took over in 2010 a *Caja Rural de Roda*.
- *Nueva caja rural de Aragon*, a product of the merger of *Multiage y Cajalón*. In its term multicaja took over *Caja de Abogados* in 2008



MINUM CAPITAL

The minimum capital that cooperative have to have is changeable, depending on the territorial/area and also the number of inhabitants each township. The minimum capital credit unions have to have in each municipality is decided in the function of the number of people that live in it:

- A. Credit unions at a local level that are going to carry out their operation in the towns that have less than a 100.000 people, must have a minimum capital of 1.051.771, 18 Euros.
- B. Credits union al local level not included in this previous section, nor in the following, or the supra local area without surpassing the autonomic community must have a minimum capital 3.606.072, 63 Euros.
- C. Credit unions with headquarters which include townships from Madrid or Barcelona or supra autonomic areas state o superior, must have a minimum capital of 4.808.096, 84 Euros.

INTERNAL CONTROL

Overseeing de cooperative falls on the ministry of employment; just because of the it is a cooperative and specially the treasure the department and finance, to perform the function of deposits banks.

As for the administrative bodies we can distinguish between:

- ✓ General assembly of members
- ✓ Governing body, which is the chosen one for the general assembly
- ✓ The presidency
- ✓ General management man, which is a person hired by the Governing Body with professional experience.
- ✓ Control committee.

The general assembly is the gathering of the members to debate and take decision as a supreme body of expression from social disposition. The general assembly can be common, held twice a year and extra ordinaries that will be called as initiative of the governing body of the control commission at the demand of at least 500 members or of those who represent the 10% of the total existing votes.

The governing body is the authority that the government is entrusted with negotiation and representation of the credit union. The number of members from the governing body will be comprised between a minimum of five and a maximum of 12, two of which need not be members and compulsorily there will be a spokesman for the workers. The members of the governing body will be chosen from a period of four years, being able to be reelected indefinitely as long as they fulfill the same condition, requirements and formalities for their nomination.

The control commission has the aim to care that the negotiation the governing body is fulfilled with the maximum efficiency and accuracy, within the general lines of behavior underline by the general assembly. The control commission will choose from among its members the president and the secretary. The control commission will gather as many times as it is necessary for the correct practice of their duties at least, once every two months. Will be called by the president at their own initiative and request of a third of their members and four its valid constitution will be needed the assistance of the majority of their components.

Credit cooperative are obliged to count on a general management whose holder will be appointed and hired by the governing body among people that have the terms of honorability, capability, technical, preparation and sufficient experience to carry out the functions concerning this office. The practice of the post of general management requires exclusive dedication and it will be therefore incompatible with any paid activities both public nature and private, except the dealing with their own patrimony and those activities that exercise in representation of the credit cooperative.

MEMBERS

The members of a cooperative may be either natural or legal persons, public or private or community property, the requirements for a person to obtain the status of partner appears in the statutes.

The steps that a member must continue to qualify as a member of a credit union are:

- The member must make a request in writing and send it to the Governing Body, and above it shall communicate its decision within a period not exceeding three months. If the decision is negative, in other words, hat the Governing Council has refused entry of the new member to the cooperative and the member is interested in continuing to belong to it, he may appeal within 20 days to the Appeals Committee or to the General Assembly who will need to respond to this request with a limit of two months. However, cooperative members cannot agree with the reentry of the partner and have the opportunity to challenge it.
- After the member is admitted to the cooperative, you must be aware that he has to make a mandatory contribution to social capital, disbursement and payment an admission fee if any. The capital contribution shall not exceed 10% of the required partners indefinitely where the partner who withdraws from the cooperative contribution will be reinstated
- They may also introduce fixed-term social bonds, if the statutes provide and it is agreed at the time when the member becomes part of the cooperative. These social ties can always be given that fixed-term partners does not exceed one fifth of the members indefinitely.

Collaborators members

Besides the organs before named in the credit cooperatives and the partners, it is also possible to find in the cooperatives so called collaborator partners.

The collaborating partners are people concerned who can be both natural and legal and unable to develop or participate in the corporatized activity itself social objective of the cooperative, can contribute to their achievement.

The collaborators once realized the first disbursement cannot demand new contributions to the share capital from them, now well, the General Assembly will be the one in charge of determining the quantity that they must pay as an economic contribution but in no case it will be able to be superior to 45 % of the total of the contributions to the share capital, neither has it been allowed that the collaborators have a percentage of votes superior to 30 % of the total votes in the social organs

Therefore, it can be noted that the partners provided reviewers are those who do not want to leave the cooperative, that's to say drop out and they do not want or are able to perform this activity itself.

Obligations of members

Members of credit unions are subject to a series of obligations and responsibilities. Some of these can be summarized as follows:

- Members are required to comply with the law and the statutes of the cooperative
- Comply with agreements established by the corporate bodies and secrecy on these.
- Unless the partner have a just cause, they must accept the charges to which they are elected and not to engage in competition with other activities that the cooperative develops, unless authorized to do so.
- Members are required to make financial contributions that apply in each cooperative, at least at the minimum rate set by the statute. When the member of a cooperative drops out, he personally responds for the debts for five years, because of the obligations incurred by the cooperative before his discharge, until the amount is repaid of their capital contributions.

Member's rights

Just as the partners have a number of obligations; they also enjoy a number of rights, including:

- They are entitled to all the sections that concern them in the law and in the statutes

- Members are entitled to participate in the activities of cooperatives and those carried together. Also to vote and to be elected from members of the assembly.
- The partners are free to decide whether to cease to be members of the cooperative, and to liquidate the contributions. To receive interest where appropriate.
- Members have the right to receive information in order to present good proposals and make decisions, so they are entitled to at least:
 - ✓ That or they are given a copy of the Bylaws, where they will be reflected all relevant data to the cooperative.
 - ✓ They may also consult whenever Record Books Partner.
 - ✓ When the member requests it, the Governing Council will have to provide the partner: a copy of the agreements audited in the General Assembly, and a copy of any agreements relating to the partner, individually and particularly if he so desires, a clarification of his economic situation in the cooperative within one month. The board should also be provided with written information about the cooperative in terms provided for in the statutes within 30 days. The Governing Council may, however, refuse to provide this information to members when are considered in danger the legitimate interests of the cooperative, although the partners to this measure can challenge the Council.
 - ✓ The member is also entitled to be able to examine the annual accounts, the management report, the audit report and the proposed distribution of results in the period between the callings of the meeting until it is held.

Members' withdrawal

The withdrawal of a member of a credit union is voluntary, though the statutes of the cooperative may dictate that the partner must allege just cause for their withdrawal to justify it to the end of the fiscal year.

One of the causes of a discharge of a member considered justified is the disagreement with an agreement made in the General Assembly. When a member has not attended the meeting or has attended but his vote has been contrary to the agreement finally signed, it can cause the drop out in the cooperative, as through this agreement the obligation or charges seriously onerous that he is not willing to assume may fall, that's why, in the 40 days after signing the agreement at the meeting, the member must submit a statement claiming his withdrawal.

The partner who wants to cease working for the credit union will have to submit a notice of withdrawal to the Governing Board within a period not exceeding one year and if it does not, the partner may be forced to pay compensation for detriments or damages, because if it doesn't let the cooperative know of this withdrawal the cooperative can count on that partner's share when in fact will cause withdrawal, this withdrawal can cause unexpected losses.

Once the notice made by the partner, the Governing Council has three months to assess and determine the effects of withdrawal writing and inform the partner in

question. If the member within three months does not receive notification to the partner will understand their justified withdrawal for the purposes of settlement and repayment of the capital contributions.

On the other hand, it may happen that it is not the partner who withdraws, but that partner can cause low compulsory withdrawal for losing the requirements demanded in the statutes of the cooperative or the Law. This withdrawal will be made by the person in a hearing agreed by the Governing Council or at the request of another member. To cause the suspension of rights and obligations of the partner. It is necessary that the agreement be enforced, that is, be notified the ratification of the resources committee or the general assembly. If after the agreement is signed, the member does not agree on the classification and the effects of the withdrawal, has the opportunity to challenge the agreement.

SOCIAL DISCIPLINE

In any company or entity, a social discipline is required where lawful conduct or rules, that of in this case, the credit union is reflected. When a behavior separates from what it is permitted in the Bylaws, it may cause a fault or even some financial compensation.

The faults are classified according to their intensity: mild, serious and very serious. These faults have to be mentioned in the statutes of the cooperative.

-Minor offenses prescribe in two months. Misdemeanors are:

1. Delays in clocking in and out and unjustified leaving work early must not amount to six in one month.
2. Absence from work without a good cause or without having permission from their immediate supervisor, provided that it is not more than one hour and does not seriously affect the service.
3. Misuse or discourteous treatment of the public or colleagues.
4. Workers do not inform the company immediately of changes of address and changes in family status that may have an impact on Social Security, Public Finance, welfare service or obligation status of the company.
5. Failing to report to superiors, in the early hours of the day, about the reasons of absence from work, unless there are good reasons not to do so.
6. Negligence in the performance of daily duties, when they do not cause or lead to prejudice to the interests of the company.
7. Missing work for a day without good cause, as long as it does not apply to the provisions of Article 44.1 in this Agreement.

-Serious offences expire after four months. They are serious offences:

1. Two days absent from work, without just cause, in the period of two months.
2. Negligence in the fulfillment of the labor duties, when it causes or derives damage serious damage to the interests of the company.
3. Delays in the entry clocking and the early clocking out of the work, that exceed five in one month; or that are repeated in a period of three months surpassing its number of eight after, previous warning to the worker; or that the sum of those is more than the hours of one of his working days in a three-month-period.
4. To interrupt or to disturb the service, without legal justification, realizing or allowing in the center of work any activity detached from the interest of the company.
5. Not to report to the company witnessed or know dealing that cause or could cause serious damage to the interests of the company.
6. The malicious concealment of one's own mistakes and of delays caused at work and that cause damage to the company.
7. Retaining, without authorization of the trained chief, of documents, letters, information, reports, etc., or its application, destination or different uses from which they proceed.
8. To register the presence of another worker using his card, signature, control card or altering the controls of entry and exit for work.
9. The repetition or reiteration in slight misdemeanor, within a period of three months, when sanction has happened in writing, except the regulated ones in point 1 of slight misdemeanor, which will be ruled by what is established in point 3 of this paragraph of serious.

- The very serious misdemeanors expire at six months. They are serious faults:

1. Violation of contractual good faith has well as abuse of confidence in the performance of work.
2. Fraud or unfairness in the mandated negotiations o misappropriation or theft of property belonging to the company, colleagues or clients. Furthermore, the performance of the latter facts on any one else within the company premises.
3. Simulation of illness or accident, as well as conducting activities incompatible with the condition of sickness or accident.
4. The breach or violation of secrets must be kept.
5. Habitual drunkenness or drug addiction if it has a negatively impact on the job.
6. Infringement of company rules of the company, committed with the intent to conceal, distort or mask the true situation and nature of the financial statements or the risks incurred.
7. Abuse of authority by superiors.
8. Sexual harassment in the terms established by law
9. In discipline or disobedience at work.
10. The continued of voluntary decline in the yield of standard or agreed work.
11. Verbal or physical insults to the employer or the people who work in the business or family living with them.
12. The repetition or recurrence of non-attendance.

-Failure of a rule or recurring of a non-attendance may lead to disciplinary procedures or resources

- ✓ The Governing Council is in charge of disciplinary procedures
- ✓ Interested in all the hypothesis is have the right to a hearing and in the event of a serious or very serious misconduct, the complainant's allegations must be in writing
- ✓ In the case where a partner withdraws under compulsion may use the agreement in this case too, the partner may contest the sanction agreement within one month. The Appeals Committee should decide within two months or if it cannot, the General Assembly at the first meeting held. If it is not resolved by this deadline and notification has not been obtained, the application shall be deemed roll and void.

- A very serious fault may lead to the expulsion of a member of the cooperative. As in declining a membership, the expulsion agreement may be carried out when it is executed, i.e., when is notified the ratification of the Appeals Committee or the General Assembly.

- If a member does not comply with his financial obligations or has ceased to engage in the activity of the cooperative, the Regulations estimate that such member shall also be suspended from his rights, including the right to obtain information, also will also be suspended accrual of interference by their capital contributions.

UNACC

The National Union of Credit Cooperatives (UNACC) is an association which as the name suggests, represents Spanish credit cooperatives. It has its own legal form and is consistent with the principles formulated by the International Cooperative Alliance and its structure and functioning. It was incorporated in 1970.

The following functions UNACC can be highlighted:

- Rectifying disputes between the entities that are part of the UNACC.
- Acting as intermediary between entities and public agencies.
- It also provides services such as auditing, the consulting, legal or technical assistance and other services that can benefit entities.
- In national, regional, local, public, international organizations or any natural or legal person, the UNACC must defend and represent entities that are part of it.
- Expand the credit cooperatives and promote the development of training of its members.

The UNACC has different corporate bodies:

1) The general assembly; is a body that is made up of one member from each associated entity. Each one has one vote and another vote called "plural voting" that is a function of total assets. The resolutions in the General Assembly are taken by majority except in specific cases where two-thirds of votes are needed.

The functions of the General Assembly are:

- Ratification of the annual accounts
- Renewal of the Regents (of the member of the Governing Body)
- Establishment of the general policy

2) The governing counsel; consists of 15 members, which need not coincide with the members of each associated entity. These members are elected for a four year term but may be re-elected at the next call and so indefinitely. The functions of the Governing Council to note are:

- Appointment of management
- Determine and implement the activities agreed with partners
- Preparing budgets

The posts of the governing council are:

- Two vice-president
- A president: the maximum office of UNACC because it is responsible for the signing of final agreements him, both chairs and convenes the meetings of the governing council and the general assembly.
- Secretary: Is responsible for keeping track of social of the books social institution and certificates.
- 11 members
- 4controllers: are the people responsible for carrying out the closure statement of annual accounts. The four controllers are made up of 2 substitutes and 2 permanent ones with elections every four years so they may be reelected indefinitely.

3) General Secretary; is responsible for normal management of the institution and carrying the Head of the Technical-Administrative Services. The people who are part of the general secretary are elected by the Governing Council, but they must have a minimum experience and ability to lead an efficient administration.



RESEARCH PART

The research is part of the realization of an analysis bank and a credit union in order to explain why investors and agents who need financing or other services such as financial advice or investment services , conduct their activities predominantly in a bank which is not a cooperative credits. This hypothesis was based on a survey of 20 people. (ANNEX II)

The criterion chosen to select the bank and the cooperative has been creditworthiness, as it is one of the most important aspects in society to choose a trust an any other entity. For that reason, the bank chosen is “Banco Santander” and credit union has been *Caja Rural del Sur*, after many studies , both entities are classified as solvent entities. This information is available through the official website of Bamkimia, a leader that compares banking products, which shows a ranking of Spanish banks by credit rating, or entirely by agency Moody’s Fitch Ratings or Standard & Poor ` s.

Below is a small introduction of the two entities, *Caja Rural del Sur* and *Banco Santander*, about we are going to base our research.

The Banco Santander is a banking institution whose first financial transactions as an entity can be found on 20 August 1857. It was created by a group of traders in the region of Cantabria.

The *Banco Santander* does business with all kinds of clients, from small savers to savers with large deposits in total there are more than 9.3 million customers in Spain of which 213,825 have more than 100 thousand Euros and 26, 73 9 have more than 500 thousand Euros according to data extracted from the 2011 Sustainability Report.

Banco Santander has been chosen the global sustainable bank of the year in the eighth edition of the awards Sustainable Finance Awards of the Financial Times and International Finance Corp. (IFC), an agency within the World Bank. These awards are considered the hallmark of awards in the world of socially responsible investment and banking.

Caja Rural del Sur is a Spanish credit union belonging to the Iberian group of cooperatives. The other two unions associated with this group are the *Caja Rural Córdoba* or *Caja Rural Extremadura* .

This group is formed with an indefinite nature although at the time of signing the contract a mandatory minimum period of ten years permanency is set from the time the union adheres to the group.

Caja Rural del Sur has a large number of branches, to be more 625 precise in Spanish territory. You can also say that it is a cooperative with a large number of employees

amounting to 110.228, being 3,789 legal entities. These latter, the legal persons, we can find differences between SMEs, which are 2,798 and other companies in which the largest numbers don't go over 991.

Throughout for the Spanish territory we can find 281 operational branches, 347ATMs, and a total of 223, 665 cards issued.

After making introductions about both entities in question, we now proceed to analyze both entities through ratios.

Net interest income:

Net interest can be defined as the difference between interest, dividends, etc...they charge for credit and financial investments that dispose of lower interest, dividends, etc...paid to customers and other lenders for the money that they deposited in the entity.

As can be seen in the Santander bank, the interest margin is positive with a value of 2.63%, which implies that the interest rate to which it is loaned is higher than the one which it is financed. Throughout the years, this number has increased, not only because of the interest rate rises but also because of the increase in lending. You could say that concerning this aspect a type of interest risk (which also affects fixed rate investments) is assumed.

Caja Rural del Sur has a ratio value of 2.78%, very similar to *Banco Santander*, therefore we can also say that the interest margin is positive because we have the best interests of loans relative to deposits.

Net commissions evolution

Another source of income for the entities are commissions. Banks create an income free as a result of the provision of services to customers.

This may be mainly due to the increase in the price of services provided by the bank to its customers, so they have increased the commissions earned by them.

In the *Banco Santander* the net commissions have evolved. This increase is primarily due to the fact that in recent years has reduced the number of loans given out, therefore each loan institutions were forced to raise fees to make a profit from operations.

In the *Caja Rural del Sur*, the number of net fees amounted to 37.663 million a value much higher than *Banco Santander*; this indicates that the cooperative gets more revenue from fees than the Santander bank, i.e., benefited more by fees imposed.

Other income

Other revenues encompass all those items that are not the result of financial operations, interest margin, and net fees.

In the case of *Banco Santander*, because we analyze a bank from which a return income from another capital has been taken, the result of entities estimated for using the equity method and exchange differences.

Although all accounts issued positive results they represent a very low percentage of the total profit.

the other incomes the *Banco Santander* in 2012 unexpectedly rise to EUR 661 million while in *Caja Rural del Sur*, amounted to 3,923,000.

ROE

The ROE is a ratio that measures the turn earned that shareholders receive of the funds invested in the company, i.e. the ability of the company to pay its shareholders. It is a ratio of financial returns.

The financial performance is calculated in this way:

$$\text{ROE} = \frac{\text{Net Income}}{\text{Average Shareholders' Equity}}$$

The higher the ROE is the better the company is managed company and has greater capacity to increase their profits in the future. The extraordinary benefits influence the ROE, however for the typical business profitability of the bank (without extras) is preferable to calculate the ROE only ordinary income, excluding extras, for this same, reason to calculate this ratio we have taken results attributed solely to the denominated entity and we see how the ROE has been declining significantly each year.

As we can see, in the *Banco Santander* in 2012, there is a ROE of 2.63%, i.e., that for every euro that share holders invested in the Santander bank, they get 2.63 cents of profit.

With regards to *Caja Rural del Sur*, the ROE obtained is very similar to the *Santander bank* as it is a 2.34%; therefore the return offered to shareholders is very similar.

Pre-Tax ROE

This ratio is equal to ROE, but measures the turn on the investment for the shareholders, regardless of company tax paid on the benefit of associations.

In 2012 it has a value of 4.29%, however as already analyzed the ROE for 2012 is 2.63%, this decrease which is due to the benefit in the ratio is much smaller due to the effect of taxes.

The credit union, *Caja Rural del Sur*, pre-tax ROE has a value of 1.99% in 2012, however, a ROE of 2.34%. this fact may clash collide at first sight as in theory, the effect of taxes on pre-tax ROE should be greater because the benefits are not reduced by taxes, but in this case, it is the opposite, because the profits before taxes will subtract the tax, but of course added the mandatory transfer to welfare funds (only savings banks and credit cooperatives), so we see that the pre-tax ROE in *Caja Rural del Sur* has a higher ROE value.

ROA

It is an indicator of the profitability of a company relative to its total assets and gives an idea of how efficient management is at using its assets to generate revenue. Is calculated by dividing the annual income of a company by its total assets, showing as a percentage. It is known as "return on investment".

The ROA ratio gives investors an idea of the efficiency with which the company is investing its money regarding its assets.

In the *Banco Santander* the ROA has been until 2012, with a value of 0.23% these may be due to the crisis in which we have been living in recent years, as the crisis has been greatly affected by the mortgage loans, as increasingly, there turn on assets is lower.

In relation to the ROA of the credit union in the year 2012 it is 0.24%, also a fairly low value, although very similar to *Banco Santander*. Mortgage lending and housing have been key factors in the crisis and therefore have affected all types of entities.

Cost-income ratio

This ratio is a financial measure that shows the operating costs of a bank in relation to its total revenue. Ratio is a key measure of the efficiency of a bank.

For this ratio it is needed to split the operating costs of the company (without regarding goodwill) among net income. If the percentage of this ratio increases from one period to another it means that operating costs are growing at a rate higher than the income, in other words, the bank loses efficiency.

In the *Banco Santander*, the evolution of this ratio is positive, until it reaches 94.26% in 2012, but this is not a good thing as it means costs are growing at a higher pace than revenues.

In the *Caja Rural del Sur* the ratio is much lower ranking in 2012 at 54%. Unlike bank Santander, the ratio has increased compared to 2011 which had a value of 51.97%. the increase reflects a positive effect because it means that the costs are increasing at a slower rate than revenues in the analyzed years.

Provision for irrecoverable doubtful loans

The bank lends loans, but there is a risk that a decrease can occur in the credit quality or maturity the loan is not returned, so the banks provide a series of reserves denominated provisions to face these unforeseen.

This ratio calculated which is the proportion of benefits that are absorbed by losses in lending.

As we can clearly see in the *Banco Santander* from the current crisis this ratio continues increasing and this is because each time the banks have more difficulty to recover loans they granted, therefore it could be related to changes in the default rate which banks have suffered in recent years and that has forced a series of fund to be able to halt losses but until they retrieve the loans they will cannot be able to recover them.

Moreover financial reform in 2010 that forced banks to increase their provisions against default as a measure to ensure deposits due to the falling price of real estate assets owned banks was approved.

In the credit union you can see in the year 2012 the ratio is 17.58 %

In the *Banco Santander* the Provision for irrecoverable doubtful loans ratio is 45.7%.

Non-interest income

This ratio expresses the percentage of operating incomes regarding the total income of the financial institution, it includes deposit debits, various commissions , profit from the trading and other incomes without interests. A high percentage rate of this ratio could ensure liquidity in case of an increase in taxes in default rates.

In the case of *Banco Santander* can be seen that most of the revenues are operational because of their investment portfolio is very small , you can see how the ratios fluctuate around 98% keeping relatively constant from 2011 to 2012 .

In the rural saving bank you can also say that almost all incomes are operative in 2012 and 2011.

Financial leverage.

Leverage is the ratio between credit and equity capital invested in a financial transaction. on reducing the initial capital it is necessary to provide an increase in

obtained profitability. Increased leverage also increases the risks of the operation, since it causes less flexibility or increased exposure to insolvency or inability to meet payments.

In the *Banco Santander* the degree of leverage in recent years is about 93% that means all the liabilities of the company, considering the redeemable and non-redeemable, 93% of it consists of the debts and obligations to third parties.

In the *Caja Rural del Sur* the degree of leverage is a bit lower because it fluctuates around 90%; most of its debts are related to third parties, suppliers and creditors.

In this graph are all the analyzed ratios for the year 2012 in both entities

	<i>Banco Santander</i>	<i>Caja rural sur</i>
Net interest income	2.37%	2.78%
Net commissions evolution	10.308 millions	37.663.000
Other income	661	3.923.000
Pre-tax ROE	4.24%	1.99%
ROE	2.63%	2.34%
ROA	0.23%	0.24%
Cost-income	94%	54%
Loan loss provisions	45.7%	17.58%
Operating income	98.9%	99.96%
Leverage	93.36%	90.06%

There is no difference as noticeable as to decide where to place our savings or demand financing from the *Banco Santander* and the *Caja Rural del Sur*. One of the most important ratios is the ROE, which measures the financial performance, profitability related to the shareholders and as we can see in the graph is very similar in both entities. Something similar happens with another significant ratio in companies and lenders, the ROA, which measures the profitability and both cases is very similar. So none of these two important ratios is a policy to make a decision about where to conduct our operations and capital commitments as we almost offer the same return profitability.

We can also see that the percentage of operating income to total income is higher in both entities, with similar values, since there is evidence that both make profits above their main activity.

Another significant finding is the ratio of loan loss provisions; in this case we do observed a difference since the *Banco Santander* has more margin to support the loans granted which will cause losses that are not going to be charged.

On the other hand we see how the leverage ratio is also quite similar in both entities and fairly high, this indicates that both the *Banco Santander* and *Caja rural del Sur* have a high percentage of liabilities.

Therefore, after analyzing two very solvent entities in Spain, a bank and a credit union we conclude saying that there is not any evidence to say that banks arrant higher profits or higher yields, but as shown in the illustration below there a very positive

development banks, while cooperatives while have a reduced number of branches in relation to them, although it is worth noting that the decline in savings in 2012, leaving in second place cooperative credits.

The choice between a credit union and a bank is based, rather, as we have observed in the polls, in a matter of marking granted by banks to customers, because they are entities with more volume and as customers think they can have a higher state backup if there is a problem of shortage of funds or some system problem desmostrad o but as we work through this, this is not so. One of the main problems is the lack of formation of society in banking; it does not allow them to decide objectively.

CONCLUSION

Once the work is complete we can say that we have known little more credit unions, both from a theoretical and practical way.

With respect to the first part of the project we learn that credit unions are entities that perform the activities of the bank, such as investment and financing institutions but offering some priority to these partners, because at least 50 % of funding must be given to members of the cooperative. We also see that currently Spanish credit cooperatives gather into five groups scattered throughout the territory.

Through the study, we have seen that there are some specific differences between banks and credit unions, for example:

- The owners of the banks are shareholders while cooperative members of these owners.
- Cooperatives tend to offer higher rate of interest on savings accounts than banks, but they offer more ways to save for example through retirement accounts or investing in stocks.
- Banks tend to have more ATMs and branches cooperatives

Another conclusion we reached after a study practice has been that banks generally do not give yields or higher benefits than credit unions. However most people preferred to deposit their savings and make their refinancing operations in banks, rather than cooperative. Analyzing the most solvent bank currently Spain , Santander bank, and one of the most reliable cooperative , Caja Rural del Sur, we have done this check. It is rather a topic related to the trust that every user places in an organization.

Banks have more impact in society than a cooperative , they are more publicized , in addition to having greater volume than rural banks ,the users have the trust of not losing their savings when a time of recession comes e.g. on having larger size the states would be obliged. To protect such bank and avoid its fall before financing a credit unions. Therefore, after the investigation and findings of the surveys, we can deduce that both organizations offer similar return, however the number associated in a bank is greater than that of a cooperative. We note that this phenomenon is also due to the lack of financial literacy of the people, on the other hand to rise to the current crisis, causing assume debts beyond our means and that people buy preferred shares without knowing exactly what they were.

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ANNEX I

This section of the work, include the balance sheet and profit and loss both Santander bank and the credit union south. The ratios have been calculated through the annual accounts.

BANCO SANTANDER

Balance sheet

ASSET	2012	2011
	118.488	96.524
Cash and deposits with central banks	177.917	172.638
Deposits with credit institutions	9.843	4.636
Credit to customers	9.162	8.056
Debt	43.101	52.704
Equity instruments	5.492	4.744
Trading derivatives	110.319	102.498
Other financial assets at fair value through profit and loss	28.356	19.563
Deposits with credit institutions	10.272	4.701
Credit to customers	13.936	11.748
Debt	3.460	2.649
Equity instruments	688	465
Financial assets available for sale	92.266	86.613
Debt	87.724	81.589
Equity instruments	4.542	5.024
Loans	758.228	779.525
Deposits with credit institutions	53.785	42.389
Credit to customers	697.384	730.296

Debt	7.059	6.840
Held-to-maturity investments	0	0
Adjustments to financial assets Macro coverage	2.274	2.024
Hedging derivatives	7.936	9.898
Non-current assets for sale	4.330	5.338
Shares	4.454	4.155
Associated institutions	1.957	2.082
Jointly controlled entities	2.497	2.073
Insurance contracts linked to pensions	405	2.146
Reinsurance Assets	424	254
Tangible assets	13.860	13.846
plant and equipment	10.315	9.995
investment Property	3.545	3.851
intangible assets	28.062	28.083
Goodwill	24.626	25.089
Other intangible assets	3.436	2.994
fiscal assets	25.868	22.901
Currents	6.111	5.140
Deferred	19.757	17.761
Other assets	6.760	8.018
ASSET	1.269.628	1.251.526
LIABILITIES AND EQUITY		
Held for trading	143.242	146.948
Deposits from central banks	1.128	7.740
Deposits from credit institutions	8.292	9.287
Deposits from customers	8.897	16.574
Marketable debt value	1	77

Trading derivatives	109.743	103.083
Short positions in securities	15.181	10.187
Other financial liabilities	0	0
Other financial liabilities at fair value through profit and loss	45.418	44.909
Deposits from central banks	1.014	1.510
Deposits from credit institutions	10.862	8.232
Deposits from customers	28.638	26.982
Debts represented by marketable value	4.904	8.185
subordinated debt	0	0
Other financial liabilities	0	0
Financial liabilities at amortized cost	959.321	935.669
Deposits from central banks	50.938	34.996
Deposits from credit institutions	80.732	81.373
Deposits from customers	589.104	588.977
Debts represented by marketable value	201.064	189.110
subordinated debt	18.238	22.992
Other financial liabilities	19.245	18.221
Adjustments to financial liabilities macro hedges	598	876
Hedging derivatives	6.444	6.444
Liabilities associated with non-current assets held for sale	1	42
Insurance contract liabilities	1.425	517
Provisions	12.872	15.572
Provisions for pensions and similar obligations	7.077	9.045
Provisions for taxes and other contingencies	3.100	3.663
Provisions for contingent liabilities and commitments	617	659
Other provisions	2.078	2.205

Tax liabilities	8.019	8.174
Currents	5.162	5.101
Deferred	2.857	3.073
Other liabilities	7.962	9.516
total liabilities	1.185.302	1.168.667
EQUITY		
Own funds	81.244	80.896
Capital	5.161	4.455
Share premium	37.412	31.223
Reservations	37.153	32.921
Other equity instruments	250	8.708
Eigen values	-287	-251
Profit for the year	2.205	5.351
Dividends and remuneration	-650	-1.570
Valuation adjustments	-6.590	-4.482
Financial assets available for sale	-249	-977
Cash flow hedges	-219	-202
Hedges of net investments in foreign operations	0	0
Exchange differences	-3.013	-1.358
Non-current assets held for sale	0	0
Entities accounted for using participation	-152	-95
minority interests	9.672	6.445
Valuation adjustments	-46	435
Other valuation adjustments	9.718	6.010
Total equity	84.326	82.859

Total liabilities and equity	1.269.628	1.251.526
contingent liabilities	45.033	48.042
contingent commitments	216.042	195.382

Profit and loss

	2012	2011
Interest and related income	59.024	60.856
Interest and similar expenses	-28.887	-30.035
Net interest	30.147	30.821
Performance of equity instrument	423	394
Result of companies accounted for using the equity method	427	57
commissions received	12.827	12.749
commission paid	-2.519	-2.277
Result on financial operations (net)	3.329	2.838
Held for trading	1.460	2.113
Other financial instruments at fair value through profit or loss	159	21
Financial instruments not measured at fair value through profit and loss	1.789	803
Others	-79	-99
Exchange differences (net)	-189	-522
Other operating revenues	6.693	8.050
Income from insurance and reinsurance contracts	5.541	6.748
Sales and income from provision of non-financial services	369	400
Other products OPERATING	783	902
Other operating expenses	-6.585	-8.032
Expenses on insurance and reinsurance	-4.948	-6.356
Variation in stocks	-232	-249

Operating load rest	-1.405	-1.425
GROSS INCOME	44.553	44.078
Administrative expenses	-17.928	-17.781
Staff Expenses	-10.323	-10.326
Other administrative expenses	-7.605	-7.455
Amortization	-2.189	-2.109
Provisions (net)	-1.622	-2.601
Impairment losses on financial assets (net)	-18.906	-11.868
credit investments	-18.549	-11.040
Other financial instruments not at fair value with changes in profit and loss	-357	-828
NET OPERATING PROFIT	3.908	9.719
Impairment losses on other assets (net)	-508	-1.517
Goodwill and other intangible assets	-151	-1.161
other assets	-357	-356
Gains / (losses) on disposal of assets not classified as held for sale	906	1.846
Negative goodwill on business combinations	-	-
Gains (losses) on non-current assets held for sale not classified as discontinued operations	-757	-2.109
PROFIT BEFORE TAX	3.549	7.939
Income tax	-575	-1.776
Profit for the year from continuing operations	2.974	6.163
Profit from discontinued operations (net)	-7	-24
Result consolidation exercise	2.967	6.139
Profit attributable to dominated entity	2.205	5.351
Profit at attributable to minority interests	762	788

CAJA RURAL DEL SUR

ASSET	2012	2011
	0	0
Cash and deposits with central banks	27.750.000	30.456.000
Deposits with credit institutions	417.000	386.000
Credit to customers	0	0
Debt	0	0
Equity instruments	0	0
Trading derivatives	50.478.000	27.941.000
Other financial assets at fair value through profit and loss	0	0
Deposits with credit institutions	0	0
Credit to customers	0	0
Debt	0	0
Equity instruments	0	0
Financial asset available for sale	784.449.000	529.073.000
Debt	720.786.000	459.058.000
Equity instruments	63.663.000	70.015.000
Loans	3.979.638.000	4.052.755.000
Deposits with credit institutions	739.796.000	643.802.000
Credit to customers	3.239.842.000	3.408.954.000
Debt	53.194.000	0
Held-to-maturity investments	0	0
Adjustments to financial assets Macro coverage	0	0
Hedging derivatives	5.000	28.000
Non-current assets for sale	27.275.000	52.083.000
Shares	26.600.000	0

Associated institutions	0	0
Jointly controlled entities	0	0
Insurance contracts linked to pensions	0	0
Reinsurance Assets	0	0
Tangible assets	93.302.000	95.622.000
plant and equipment	93.302.000	95.622.000
investment Property	0	0
intangible assets	16.000	19.000
Goodwill	0	0
Other intangible assets	16.000	19.000
fiscal assets	66.045.000	59.511.000
Currents	9.534.000	6.269.000
Deferred	56.512.000	53.242.000
Other assets	7.021.000	2.905.000
ASSET	5.116.190.00 0	4.850.779.00 0
	0	0
LIABILITIESAND EQUITY	0	0
Held for trading	50.522.000	27.935.000
Deposits from central banks	0	0
Deposits from credit institutions	0	0
Deposits from customers	0	0
Marketable debt value	0	0
Trading derivatives	50.522.000	27.935.000
Short positions in securities	0	0
Other financial liabilities	0	0
Other financial liabilities at fair value through profit and loss	0	0

Deposits from central banks	0	0
Deposits from credit institutions	0	0
Deposits from customers	0	0
Debts represented by marketable value	0	0
subordinated debt	0	0
Other financial liabilities	0	0
Financial liabilities at amortized cost	4.510.776.00 0	4.275.883.00 0
Deposits from central banks	0	0
Deposits from credit institutions	987.733.000	725.853.000
Deposits from customers	3.485.444.00 0	3.525.040.00 0
Debts represented by marketable value	0	0
subordinated debt	0	0
Other financial liabilities	37.600.000	24.990.000
Adjustments to financial liabilities macro hedges	0	0
Hedging derivatives	231.000	587.000
Liabilities associated with non-current assets held for sale	0	0
Insurance contract liabilities	0	0
Provisions	0	0
Provisions for pensions and similar obligations	0	0
Provisions for taxes and other contingencies	697.000	0
Provisions for contingent liabilities and commitments	2.415.000	2.577.000
other provisions	0	0
tax liabilities	10.883.000	9.323.000
Currents	0	0
Deferred	19.875.000	19.204.000
Social labor background (only Savings and Credit	2.230.000	3.143.000

Cooperatives)		
Capital repayable on demand(only Credit Unions)	0	0
other liabilities	11.074.000	10.221.000
total liabilities	4.608.863.00 0	4.348.985.00 0
EQUITY		
own funds	506.869.000	502.592.000
Capital	136.778.000	134.277.000
Share premium	0	0
Reservations	368.148.000	361.465.000
Other equity instruments	0	0
Eigen values	35.000	0
Profit for the year	7.101.000	11.443.000
Dividends and remuneration	5.123.000	4.593.000
Valuation adjustments	457.000	-799.000
Financial assets available for sale	0	0
Cash flow hedges	0	0
Hedges of net investments in foreign operations	0	0
Exchange differences	0	0
Non-current assets held for sale	0	0
Entities accounted for using participation	0	0
minority interests	0	0
Valuation adjustments	0	0
Other valuation adjustments	0	0
Total equity	507.326.000	501.794.000
Total liabilities and equity	5.116.190.00	4.850.779.00

	0	0
contingent liabilities	464.123.000	267.455.000
contingent commitments	282.067.000	329.107.000

Profit and loss

	2012	2011
Interest and related income	269.777.00 0	177.553.00 0
Interest and similar expenses	127.391.00 0	86.397.000
Remuneration of capital repayable on demand(only Credit Unions)	0	274.000
Net interest	142.386.00 0	90.883.000
Performance of equity instrument	3.792.000	2.041.000
Result of companies accounted for using the equity method	0	0
commissions received	40.120.000	28.375.000
commission paid	2.457.000	1.932.000
Result on financial operations (net)	28.907.000	14.503.000
Held for trading	17.766.000	12.568.000
Other financial instruments at fair value through profit or loss	0	0
Financial instruments not measured at fair value through profit and loss	0	0
Others	11.141.000	1.935.000
Exchange differences (net)	131.000	76.000
Other operating revenues	3.258.000	1.932.000
Income from insurance and reinsurance contracts	0	0

Sales and income from provision of non-financial services	13.000	2.000
Other products OPERATING	3.245.000	1.930.000
Other operating expenses	11.182.000	3.565.000
Expenses on insurance and reinsurance	0	0
Variation in stocks	0	0
Other operating expenses	11.182.000	3.565.000
GROSS INCOME	204.955.00 0	132.313.00 0
Administrative expenses	113.668.00 0	92.207.000
Staff Expenses	65.069.000	60.188.000
Other administrative expenses	48.599.000	32.019.000
Amortization	5.716.000	4.400.000
Provisions (net)	1.763.000	-5.051.000
Impairment losses on financial assets (net)	64.139.000	23.867.000
credit investments	62.112.000	24.231.000
Other financial instruments not at fair value with changes in profit and loss	2.027.000	-364.000
NET OPERATINGPROFIT	19.668.000	16.890.000
Impairment losses on other assets (net)	72.000	-16.000
Goodwill and other intangible assets	0	0
other assets	72.000	-16.000
Gains / (losses) on disposal of assets not classified as held for sale	-113.000	-366.000
Negative goodwill on business combinations	0	0
Gains (losses) on non-current assets held for sale not classified as discontinued operations	-9.454.000	-3.492.000
PROFIT BEFORE TAX	10.029.000	13.048.000
Income tax	-2.964.000	325.000

Obligatory welfare projects and funds(only Saving sand Credit Cooperatives)	1.191.000	1.350.000
Profit for the year from continuing operations	11.801.000	11.373.000
Profit from discontinued operations (net)	0	0
RESULTADO DEL EJERCICIO	11.801.000	11.373.000
Profit attributable to dominated entity	11.801.000	11.373.000
Profit attributable to minority interests	0	0

ANNEX II

This table shows the result of the 20 respondents appears. The percentage of people who responded to each question.

INVERSION	100%
YES	75%
NO	25%
FINANCIAL ENTITIES	100%
BANKS	66.67%
SAVINGS BANKS	13.33%
CREDIT UNIONS	20%
FINANCING	100%
YES	70%
NO	30%
FINANCIAL ENTITIES	100%
BANKS	57.14%
SAVINGS BANKS	7.14%
CREDIT UNIONS	35.71%
REASONS	100%
MOST PROFITABLE	15%
SAME ENTITIES	20%
PUBLICIZED	50%
OTHERS REASONS	10%
NO ANSWER	5%
TRAINING	100%
GOOD TRAINING	5%
GOOD TRAINING BUT I DON'T UNDERSTAND ALL	20%
NOT TRAINING ,ONLY TV OR RADIO	50%
NOT TRAINING	20%
NO ANSWER	5%

Name and surname: MARIA ORTIZ MONTESINOS

Identity card: 20916248-W

Locality: CASTELLON

Majority of age: YES

QUESTIONS

Do you deposit your savings in a financial institution?

Yes

No

If yes, indicate which type of entity

Bank

credit union

rural savings

Do you make or have made financing activities?

Yes

No

If yes, indicate which type of entity

Bank

credit union

rural savings

The reasons for choice between banking institutions what reason should:

- I consider it the most profitable entity and with less risk of all
- I have a lifetime, with the same body and I have not raised never change
- I think my entity is safe, because it appears well publicized in means of communication, so I think that it is a prestigious institution
- Other reasons

Think you have a good training in banking to make the right decision?

- I consider that I have a good training
- I be trained, but I am aware that there are many things I do not understand
- I have no training, the only thing is through programs on television or radio
- I recognize that I have no training

Name and surname: 20913629-M

Identity card: CLARA PEREZ

Locality: CASTELLON

Majority of age: YES

QUESTIONS

Do you deposit your savings in a financial institution?

Yes No

If yes, indicate which type of entity

Bank credit union rural savings

Do you make or have made financing activities?

Yes No

If yes, indicate which type of entity

Bank credit union rural savings

The reasons for choice between a banking institution what reason should:

- I consider it the most profitable entity and with less risk of all
- I have a lifetime, with the same body and I have not raised never change
- I think my entity is safe, because it appears well publicized in means of communication, so I think that it is a prestigious institution
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Think you have a good training in banking to make the right decision?

- I consider that I have a good training
- I be trained, but I am aware that there are many things I do not understand
- I have no training, the only thing is through programs on television or radio
- I recognize that I have no training

Name and surname: LAURA GARCIA ALLEPUZ

Identity card: 20901843-H

Locality: GRAO (CASTELLON)

Majority of age: YES

QUESTIONS

Do you deposit your savings in a financial institution?

Yes

No

If yes, indicate which type of entity

Bank

credit union

rural savings

Do you make or have made financing activities?

Yes

No

If yes, indicate which type of entity

Bank

credit union

rural savings

The reasons for choice between a banking institution what reason should:

- I consider it the most profitable entity and with less risk of all
- I have a lifetime, with the same body and I have not raised never change
- I think my entity is safe, because it appears well publicized in means of communication, so I think that it is a prestigious institution
- Other reasons

Think you have a good training in banking to make the right decision?

- I consider that I have a good training
- I be trained, but I am aware that there are many things I do not understand
- I have no training, the only thing is through programs on television or radio
- I recognize that I have no training

Name and surname: PAULA VILAROIG

Identity card: 20917043-S

Locality: CASTELLON

Majority of age: YES

QUESTIONS

Do you deposit your savings in a financial institution?

Yes No

If yes, indicate which type of entity

Bank credit union rural savings

Do you make or have made financing activities?

Yes No

If yes, indicate which type of entity

Bank credit union rural savings

The reasons for choice between a banking institution what reason should:

- I consider it the most profitable entity and with less risk of all
- I have a lifetime, with the same body and I have not raised never change
- I think my entity is safe, because it appears well publicized in means of communication, so I think that it is a prestigious institution
- Other reasons

Think you have a good training in banking to make the right decision?

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- I be trained, but I am aware that there are many things I do not understand
- I have no training, the only thing is through programs on television or radio
- I recognize that I have no training

Name and surname: BELEN VIDAL HERRERO

Identity card: 20903624-M

Locality: VALENCIA

Majority of age: YES

QUESTIONS

Do you deposit your savings in a financial institution?

Yes

No

If yes, indicate which type of entity

Bank

credit union

rural savings

Do you make or have made financing activities?

Yes

No

If yes, indicate which type of entity

Bank

credit union

rural savings

The reasons for choice between a banking institution what reason should:

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- I have a lifetime, with the same body and I have not raised never change
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- Other reasons

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- I be trained, but I am aware that there are many things I do not understand
- I have no training, the only thing is through programs on television or radio
- I recognize that I have no training

Name and surname: ESTER ESTEVE BOSCH

Identity card: 20904422-K

Locality: CASTELLON

Majority of age: YES

QUESTIONS

Do you deposit your savings in a financial institution?

Yes No

If yes, indicate which type of entity

Bank credit union rural savings

Do you make or have made financing activities?

Yes No

If yes, indicate which type of entity

Bank credit union rural savings

The reasons for choice between a banking institution what reason should:

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- I have no training, the only thing is through programs on television or radio
- I recognize that I have no training

Name and surname: ISABEL PALAU

Identity card: 20906664-D

Locality: VALENCIA

Majority of age: YES

QUESTIONS

Do you deposit your savings in a financial institution?

Yes

No

If yes, indicate which type of entity

Bank

credit union

rural savings

Do you make or have made financing activities?

Yes

No

If yes, indicate which type of entity

Bank

credit union

rural savings

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- I recognize that I have no training

Name and surname: MARTA MARQUES ALFARO

Identity card: 53627281-K

Locality: VALENCIA

Majority of age: YES

QUESTIONS

Do you deposit your savings in a financial institution?

Yes

No

If yes, indicate which type of entity

Bank

credit union

rural savings

Do you make or have made financing activities?

Yes

No

If yes, indicate which type of entity

Bank

credit union

rural savings

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- I recognize that I have no training

Name and surname: ESMERALDA TORMO

Identity card: 20471127-T

Locality:

Majority of age: YES

QUESTIONS

Do you deposit your savings in a financial institution?

Yes

No

If yes, indicate which type of entity

Bank

credit union

rural savings

Do you make or have made financing activities?

Yes

No

If yes, indicate which type of entity

Bank

credit union

rural savings

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- I recognize that I have no training

Name and surname: MARIEN NICASIO

Identity card: 45912128-B

Locality: CASTELLON

Majority of age: YES

QUESTIONS

Do you deposit your savings in a financial institution?

Yes

No

If yes, indicate which type of entity

Bank

credit union

rural savings

Do you make or have made financing activities?

Yes

No

If yes, indicate which type of entity

Bank

credit union

rural savings

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- I have a lifetime, with the same body and I have not raised never change
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- Other reasons

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- I have no training, the only thing is through programs on television or radio
- I recognize that I have no training

Name and surname: ANDREA GOMEZ ROVIRA

Identity card: 20906998-K

Locality: CASTELLON

Majority of age: YES

QUESTIONS

Do you deposit your savings in a financial institution?

Yes

No

If yes, indicate which type of entity

Bank

credit union

rural savings

Do you make or have made financing activities?

Yes

No

If yes, indicate which type of entity

Bank

credit union

rural savings

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- I have no training, the only thing is through programs on television or radio
- I recognize that I have no training

Name and surname: RAQUEL

Identity card: 20469465-V

Locality: CASTELLON

Majority of age: yes

QUESTIONS

Do you deposit your savings in a financial institution?

Yes

No

If yes, indicate which type of entity

Bank

credit union

rural savings

Do you make or have made financing activities?

Yes

No

If yes, indicate which type of entity

Bank

credit union

rural savings

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- I have a lifetime, with the same body and I have not raised never change
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- Other reasons

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- I be trained, but I am aware that there are many things I do not understand
- I have no training, the only thing is through programs on television or radio
- I recognize that I have no training

Name and surname: TOMAS SANZ DE FRUTOS

Identity card: 03438976-Q

Locality: CASTELLON

Majority of age: yes

QUESTIONS

Do you deposit your savings in a financial institution?

Yes

No

If yes, indicate which type of entity

Bank

credit union

rural savings

Do you make or have made financing activities?

Yes

No

If yes, indicate which type of entity

Bank

credit union

rural savings

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- I be trained, but I am aware that there are many things I do not understand
- I have no training, the only thing is through programs on television or radio
- I recognize that I have no training

Name and surname: MARGARITA PERELA ROBLEDÓ

Identity card: 03444796-V

Locality: CASTELLÓN

Majority of age: yes

QUESTIONS

Do you deposit your savings in a financial institution?

Yes No

If yes, indicate which type of entity

Bank credit union rural savings

Do you make or have made financing activities?

Yes No

If yes, indicate which type of entity

Bank credit union rural savings

The reasons for choice between a banking institution what reason should:

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- I have no training, the only thing is through programs on television or radio
- I recognize that I have no training

Name and surname: MIREYA

Identity card: 20487029-D

Locality: CASTELLON

Majority of age: yes

QUESTIONS

Do you deposit your savings in a financial institution?

Yes

No

If yes, indicate which type of entity

Bank

credit union

rural savings

Do you make or have made financing activities?

Yes

No

If yes, indicate which type of entity

Bank

credit union

rural savings

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- I have a lifetime, with the same body and I have not raised never change
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- I recognize that I have no training

Name and surname: JUDIT ALBERT MOLINA

Identity card:

Locality: CASTELLON

Majority of age: yes

QUESTIONS

Do you deposit your savings in a financial institution?

Yes

No

If yes, indicate which type of entity

Bank

credit union

rural savings

Do you make or have made financing activities?

Yes

No

If yes, indicate which type of entity

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Name and surname: ESTEBAN OLUCHA BUENDIA

Identity card: 20907079-X

Locality: L'ALCORA

Majority of age: yes

QUESTIONS

Do you deposit your savings in a financial institution?

Yes

No

If yes, indicate which type of entity

Bank

credit union

rural savings

Do you make or have made financing activities?

Yes

No

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Name and surname: PILAR BEL MALLOL

Identity card: 73394544-A

Locality: L'ALCORA

Majority of age: yes

QUESTIONS

Do you deposit your savings in a financial institution?

Yes

No

If yes, indicate which type of entity

Bank

credit union

rural savings

Do you make or have made financing activities?

Yes

No

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- I recognize that I have no training

Name and surname: RUBEN AVILES

Identity card: 73392661-Y

Locality: L'ALCORA

Majority of age: yes

QUESTIONS

Do you deposit your savings in a financial institution?

Yes

No

If yes, indicate which type of entity

Bank

credit union

rural savings

Do you make or have made financing activities?

Yes

No

If yes, indicate which type of entity

Bank

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- I recognize that I have no training

Name and surname: DAVID AGUDO

Identity card: 20479574-Y

Locality: L'ALCORA

Majority of age: yes

QUESTIONS

Do you deposit your savings in a financial institution?

Yes

No

If yes, indicate which type of entity

Bank

credit union

rural savings

Do you make or have made financing activities?

Yes

No

If yes, indicate which type of entity

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